

Communiqué to all Havering PCT GP Practices

Choose and Book - The Next Steps

Practice Awareness Sessions

You will all by now have received an awareness session; from the Choose and Book Associate Project Manager, Sharon Fitzmaurice. This communiqué is to provide advice and guidance on what the next steps are for Havering PCT.

In Practice Systems (InPS – Vision)

Practices using the Managed Server

1. Practices will be contacted by InPS to arrange a date for the installation of software to support the use of smartcards.
2. InPS will contact the practice for a further date to provide training. Training should ideally take place two weeks prior to go-live.
3. The practice will be made Choose & Book compliant remotely on the managed server. The PCT will inform the practice when this has happened and agree a go-live date.

Practices using a Practice-based Server

1. Practices will be contacted by InPS to arrange a date for the installation of hardware (where necessary). Software to support the use of smartcards should already have been installed by ATOS.
2. Training should ideally take place two weeks prior to go-live. InPS will co-ordinate a date for the training, directly with the practice. The PCT will inform the practice when they will be ready for go-live.

Alt GP

1. Practices will be contacted by CCA/BT to arrange for a date when they can be made Choose & Book compliant.
2. InPS will co-ordinate training with the practices and the PCT will inform the practice when they will be ready for go-live.

Isoft (Torex)

1. Once the practice has received training from Torex, they will be ready to pilot Choose & Book.
2. A date for piloting and then go-live will need to be agreed with the PCT.

EMIS

Practices with compliant servers

1. The practice will be contacted by EMIS for a date to make machines Choose & Book compliant.
2. EMIS will arrange for a further date when training will be delivered, this will be co-ordinated with the PCT in line with a go-live date.

Practices with non-compliant server

1. EMIS will arrange for all machines to be Choose & Book compliant and training will be delivered for web-based referrals.

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Difference between Web-based referrals and a fully compliant system

Web-based referrals can be made using a pre-installed Choose & Book homepage. A patient's NHS number is entered and a search will return demographics such as name, date of birth and address. The Referring Clinician will be given the opportunity to amend/update this information and a booking can then be initiated.

A fully compliant system is where a clinician will initiate a referral through their clinical system, taking across information on consultations that have occurred within the last three months, any medication and allergies. The patient's record will also be updated with a Unique Booking Reference Number (UBRN) when a referral is initiated.

Training

As mentioned above, your Clinical System Supplier will contact your practice to arrange a training day. Your training day will be split to accommodate 3 groups with each group receiving approximately 2 hours of tutoring on Choose & Book. The Choose & Book Steering group have obtained funding for practices to attend training and the rates agreed are: £70 per GP and £40 for each member of their staff attending a 2 hour training session. Please note that this payment has been based on the central choose and book funding available (and not from PCT funds) and therefore practices seeking reimbursement for training in excess of the standard two hours will not be able to do so. For practices wishing to claim this payment, a standard invoice will be filled in by your trainer and arrangements made for payment to be processed.

Testing and Pilot Sites

The PCT will be assisting practices who have shown a willingness to become a pilot site and are technically ready to do Choose & Book. Initially testing using test scripts will be used to check how each of the three roles; Referring Clinician, Referring Clinician Admin and Referring Admin, function. Once this has been assessed and signed off, the pilots will commence using real patients. We hope to run the pilots for a few weeks giving feedback to all practices. This will ensure that the software is fully tested locally and can therefore be rolled out to all practices.

Web-Based Testing a Success!!

Thursday 06 October saw the first Choose & Book tests carried out at Dr Kakad's practice. A web-based referral was initiated and printed out in less than 2 minutes. We then contacted Harold Wood Hospital providing them with the Unique Book Reference number provided by the system and an appointment was made in no time at all.

Further testing will be carried to ensure that bookings, from the fully integrated Clinical Systems, can be made.

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Below is a slip which will help the PCT assess how practices feel about go-live dates for Choose and Book. Please would you complete and fax back to the PCT, for the **Attention of: Sharon Fitzmaurice, Choose & Book Project – 01708 465237.**



Choose & Book - Pilot Sites and Go Live Dates

Practice Name:

Contact name: Contact Phone No:

Please tick your practices preferred options and fax back to the number listed above.

- a. Our practice would like to be a pilot site for Choose & Book (NB. this will depend on infrastructure readiness)
- b. We are happy to use the web-based referral process prior to going live with a fully compliant system.
- c. We would prefer to go-live in November 2005
- d. We would prefer to go-live in December 2005